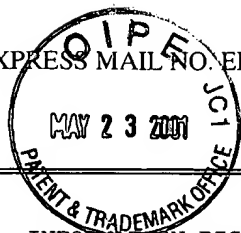


[illegible]



Sheet 1 of 1

## INFORMATION DISCLOSURE CITATION

(Use several sheets if necessary)

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Joshua Bers et al.

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5/2/2001Group  
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## U.S. PATENT DOCUMENTS

*Examiner Initial	Document Number	Date	Name	Class	Sub Class	Filing Date If Appropriate

## OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

G.C.	BA	Jennifer Chu-Carroll and Bob Carpenter, "Dialogue Management in Vector-Based Call Routing, Proc. ACL and COLING, pp. 256-262, 1998.

Examiner

*Gerald J. Fautsch*

Date Considered

*6/30/2002*

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.